

CLAIM AMENDMENTS

IN THE CLAIMS

This listing of the claims will replace all prior versions, and listing, of claims in the application or previous response to office action:

1. **(Currently Amended)** A method for facilitating mediated virtual communication, comprising:

receiving, by a mediation system, a request for voice-based communication from a communication device of a mediated party, the request for voice-based communication requesting commencement of a telephone call between the communication device of the mediated party and a mediation subscriber communication device;

facilitating data-based communication, between [[a]] the mediation subscriber communication device and [[a]] the mediation system, for performing a decision operation with a mediation subscriber, wherein facilitating data-based communication includes:

transmitting, for reception by the mediation subscriber communication device, data including a plurality of follow-through actions associated with the requested telephone call, the plurality of follow-through actions to be displayed on the mediation subscriber communication device for selection by the mediation subscriber; and

receiving, from the mediation subscriber communication device, data including a selected follow-through action; and

facilitating voice-based communication of the selected follow-through action, by the mediation system, for performing a mediated follow-through operation associated with [[a]] the mediated party.

2. **(Currently Amended)** The method of claim 1 wherein facilitating data-based communication further includes transmitting, for reception by the mediation subscriber communication device, data including a contextual communication summary.

3. (Canceled)

4. (Currently Amended) The method of claim [3] 2 wherein facilitating data-based communication further includes receiving, from the mediation subscriber communication device, data including [[a]] the selected follow-through action after transmitting the data packet including the contextual communication summary and the data packet including the plurality of follow-through actions.

5. (Currently Amended) The method of claim 1, further comprising:
facilitating data-based communication, between the mediation system and the mediation subscriber communication device, for receiving an availability status from the mediation subscriber communication device; and
facilitating voice-based communication of the availability status, by the mediation system, for performing the mediated follow-through operation associated with the mediated party.

6. (Original) The method of claim 5 wherein facilitating data-based communication for receiving an availability status includes:

transmitting, for reception by the mediation subscriber communication system, data including a plurality of availability selectors; and

receiving, from the mediation subscriber communication device, data including a present availability status after transmitting the data packet including the plurality of availability selectors.

7. (Original) The method of claim 5 wherein facilitating data-based communication for receiving an availability status includes:

receiving, from the mediation subscriber communication device, data including a present availability status.

8. **(Currently Amended)** The method of claim 1 wherein facilitating data-based communication further includes:

transmitting, for reception by the mediation subscriber communication device, data including a contextual communication summary; and

receiving, from the mediation subscriber communication device, data including [[a]] the selected follow-through action after transmitting the data packet including the contextual communication summary.

9. **(Currently Amended)** The method of claim 1 wherein facilitating data-based communication further includes:

determining a selected mediation information menu from a plurality of mediation information menus; and

transmitting, from the mediation system for reception by the mediation subscriber communication device, data including the selected mediation information menu.

10. **(Original)** The method of claim 9 wherein determining the selected mediation information menu includes determining the selected mediation information menu from an availability status menu.

11. **(Original)** The method of claim 9 wherein determining the selected mediation information menu includes determining the selected mediation information menu from a follow-through action menu.

12. **(Original)** The method of claim 9 wherein determining the selected mediation information menu includes determining the selected mediation information menu from an options menu.

13. **(Original)** The method of claim 9 wherein determining the selected mediation information menu includes determining the selected mediation information menu from a services menu.

14. (Original) The method of claim 9 wherein determining the selected mediation information menu includes determining the selected mediation information menu from an arrangement options menu.

15. (Original) A method for facilitating mediated virtual communication, comprising:

receiving, by a mediation system, a request for voice-based communication from a communication device of a mediated party, the request for voice-based communication requesting commencement of a telephone call between the communication device of the mediated party and a mediation subscriber communication device;

facilitating data-based communication, between [[a]] the mediation subscriber communication device and [[a]] the mediation system, for performing a decision operation with a mediation subscriber, wherein facilitating said data-based communication includes:

determining a selected mediation information menu from a group of mediation information menus consisting of an availability status menu, a follow-through action menu, an options menu, a services menu and an arrangement options menu; [[and]]

transmitting, from the mediation system for reception by the mediation subscriber communication device, data including the selected mediation information menu, the selected mediation information menu to be displayed on the mediation subscriber communication device to allow selection by the mediation subscriber; and

receiving, from the mediation subscriber communication device, data including a selected response from the selected media information menu; and

facilitating voice-based communication of the selected response, by the mediation system, for performing a mediated follow-through operation associated with [[a]] the mediated party.

16. **(Currently Amended)** The method of claim 15 wherein facilitating data-based communication further includes:

selecting the follow-through action menu for transmission to the mediation subscriber communication device, the follow-through action menu including a plurality of follow-through actions;

transmitting, for reception by the mediation subscriber communication device, data including a contextual communication summary and data including [[a]] the plurality of follow-through actions; and

receiving, from the mediation subscriber communication device, data including [[a]] the selected follow-through action response from the follow-through action menu after transmitting the data packet including the contextual communication summary and the data packet including the plurality of follow-through actions, the selected response including a selected follow-through action.

17. **(Currently Amended)** The method of claim 15, further comprising:

facilitating data-based communication, between the mediation system and the mediation subscriber communication device, for receiving an availability status from the mediation subscriber communication device; and

facilitating voice-based communication of the availability status, by the mediation system, for performing the mediated follow-through operation associated with the mediated party.

18. **(Currently Amended)** The method of claim 17 wherein facilitating data-based communication for receiving an availability status includes:

selecting the availability status menu for transmission to the mediation subscriber communication device, the availability status menu including a plurality of availability selectors;

transmitting, for reception by the mediation subscriber communication system, data including [[a]] the plurality of availability selectors; and

receiving, from the mediation subscriber communication device, data including a present availability status the selected response from the availability status menu after

transmitting the data packet including the plurality of availability selectors, the selected response including a present availability status.

19. (Currently Amended) The method of claim 15 wherein facilitating data-based communication further includes:

selecting the follow-through action menu for transmission to the mediation subscriber communication device, the follow-through action menu including a plurality of follow-through actions;

transmitting, for reception by the mediation subscriber communication device, data including a contextual communication summary; and

receiving, from the mediation subscriber communication device, data including a selected follow-through action response from the follow-through action menu after transmitting the data packet including the contextual communication summary, the selected response including a selected follow-through action.

20. (Currently Amended) A computer program product, comprising:

a computer program processable by a mediation system; and

an apparatus from which the computer program is accessible by the mediation system; the computer program capable of enabling the mediation system to:

receive a request for voice-based communication from a communication device of a mediated party, the request for voice-based communication requesting commencement of a telephone call between the communication device of the mediated party and a mediation subscriber communication device;

facilitate data-based communication, between [[a]] the mediation subscriber communication device and the mediation system, for performing a decision operation with a mediation subscriber, wherein facilitating data-based communication includes:

transmitting, for reception by the mediation subscriber communication device, data including a plurality of follow-through actions associated with the requested telephone call, the plurality of follow-through actions to be displayed on the

mediation subscriber communication device for selection by the mediation subscriber; and

receiving, from the mediation subscriber communication device, data including a selected follow-through action; and

facilitate voice-based communication of the selected follow-through action, by the mediation system, for performing a mediated follow-through operation associated with [[a]] the mediated party.

21. **(Currently Amended)** The computer program product of claim 20 wherein enabling the mediation system to facilitate data-based communication further includes enabling the mediation system to transmit, for reception by the mediation subscriber communication device, data including a contextual communication summary.

22. **(Canceled)**

23. **(Currently Amended)** The computer program product of claim [[22]] 21 wherein enabling the mediation system to facilitating data-based communication further includes enabling the mediation system to receive, from the mediation subscriber communication device, data including [[a]] the selected follow-through action after transmitting the data packet including the contextual communication summary and the data packet including the plurality of follow-through actions.

24. **(Currently Amended)** The computer program product of claim 20 wherein the computer program is further capable of enabling the mediation system to:

facilitate data-based communication, between the mediation system and the mediation subscriber communication device, for receiving an availability status from the mediation subscriber communication device; and

facilitate voice-based communication of the availability status, by the mediation system, for performing the mediated follow-through operation associated with the mediated party.

25. (Original) The computer program product of claim 24 wherein enabling the mediation system to facilitate data-based communication for receiving an availability status includes enabling the mediation system to:

transmit, for reception by the mediation subscriber communication system, data including a plurality of availability selectors; and

receive, from the mediation subscriber communication device, data including a present availability status after transmitting the data packet including the plurality of availability selectors.

26. (Original) The computer program product of claim 24 wherein enabling the mediation system to facilitate data-based communication for receiving an availability status includes enabling the mediation system to:

receive, from the mediation subscriber communication device, data including a present availability status.

27. (Currently Amended) The computer program product of claim 20 wherein enabling the mediation system to facilitate data-based communication further includes enabling the mediation system to:

transmit, for reception by the mediation subscriber communication device, data including a contextual communication summary; and

receive, from the mediation subscriber communication device, data including [[a]] the selected follow-through action after transmitting the data packet including the contextual communication summary.

28. (Currently Amended) The computer program product of claim 20 wherein enabling the mediation system to facilitate data-based communication further includes enabling the mediation system to:

determine a selected mediation information menu from a plurality of mediation information menus; and

transmit, from the mediation system for reception by the mediation subscriber communication device, data including the selected mediation information menu.

29. (Original) The computer program product of claim 28 wherein enabling the mediation system to determine the selected mediation information menu includes enabling the mediation system to determine the selected mediation information menu from a group of mediation information menus consisting of an availability status menu, a follow-through action menu, an options menu; a services menu and an arrangement options menu.

30. **(Currently Amended)** A computer program product, comprising:

a computer program processable by a data processor to [[to]] implement a mediation system; and

an apparatus from which the computer program is accessible by the data processor;
the computer program capable of enabling the data processor to:

receive a request for voice-based communication from a communication device of a mediated party, the request for voice-based communication requesting commencement of a telephone call between the communication device of the mediated party and a mediation subscriber communication device;

facilitate data-based communication, between [[a]] the mediation subscriber communication device and [[a]] the data processor, for performing a decision operation with a mediation subscriber, wherein enabling the data processor to facilitating said data-based communication includes enabling the data processor to:

determine a selected mediation information menu from a group of mediation information menus consisting of an availability status menu, a follow-through action menu, an options menu, a services menu and an arrangement options menu; [[and]]

transmit, from the data processor for reception by the mediation subscriber communication device, data including the selected mediation information menu, the selected mediation information menu to be displayed on the mediation subscriber communication device to allow selection by the mediation subscriber; and

receive, from the mediation subscriber communication device, data including a selected response from the selected media information menu; and

facilitate voice-based communication of the selected response, by the data processor, for performing a mediated follow-through operation associated with [[a]] the mediated party.

31. (Currently Amended) The computer program product of claim 30 wherein enabling the data processor to facilitate data-based communication enabling the further includes enabling the data processor to:

select the follow-through action menu for transmission to the mediation subscriber communication device, the follow-through action menu including a plurality of follow-through actions;

transmit, for reception by the mediation subscriber communication device, data including a contextual communication summary and data including [[a]] the plurality of follow-through actions; and

receive, from the mediation subscriber communication device, data including a selected follow-through action response from the follow-through action menu after transmitting the data packet including the contextual communication summary and the data packet including the plurality of follow-through actions, the selected response including a selected follow-through action.

32. (Currently Amended) The computer program product of claim 30 wherein the computer program is further capable of enabling the data processor to:

facilitate data-based communication, between the data processor and the mediation subscriber communication device, for receiving an availability status from the mediation subscriber communication device; and

facilitate voice-based communication of the availability status, by the mediation system, for performing the mediated follow-through operation associated with the mediated party.

33. **(Currently Amended)** The computer program product of claim 32 wherein enabling the data processor to facilitate data-based communication for receiving an availability status further includes enabling the data processor to:

select the availability status menu for transmission to the mediation subscriber communication device, the availability status menu including a plurality of availability selectors;

transmit, for reception by the mediation subscriber communication system, data including [[a]] the plurality of availability selectors; and

receive, from the mediation subscriber communication device, data including ~~a present availability status~~ the selected response from the availability menu after transmitting the data packet including the plurality of availability selectors, the selected response including a present availability status.

34. **(Currently Amended)** The computer program product of claim 32 wherein enabling the data processor to facilitate data-based communication further includes enabling the data processor to:

select the follow-through action menu for transmission to the mediation subscriber communication device, the follow-through action menu including a plurality of follow-through actions;

transmit, for reception by the mediation subscriber communication device, data including a contextual communication summary; and

receive, from the mediation subscriber communication device, data including a selected ~~follow-through action~~ response from the follow-through action menu after transmitting the data packet including the contextual communication summary, the selected response including a selected follow-through action.

35. **(Currently Amended)** A system for facilitating mediated virtual communication, comprising:

a mediation system connected to a data packet network and to a voice network, the mediation system being capable of:

receiving a request for voice-based communication from a communication device of a mediated party, the request for voice-based communication requesting commencement of a telephone call between the communication device of the mediated party and a mediation subscriber communication device;

facilitating data-based communication, between [[a]] the mediation subscriber communication device and [[a]] the mediation system, for performing a decision operation with a mediation subscriber, wherein facilitating data-based communication includes:

transmitting, for reception by the mediation subscriber communication device, data including a plurality of follow-through actions associated with the requested telephone call, the plurality of follow-through actions to be displayed on the mediation subscriber communication device for selection by the mediation subscriber; and

receiving, from the mediation subscriber communication device, data including a selected follow-through action; and

facilitating voice-based communication of the selected follow-through action, by the mediation system, for performing a mediated follow-through operation associated with [[a]] the mediated party.